

ABSTRACT

A web call server provides call processing for web calls. The call processing for web calls comprises routing, queuing, and/or provision of web service applications. For routing, the web call server receives a call request message. In response to receiving the call request message, the web call server identifies a web call center resource. The web call server then generates and transmits a routing instruction to route the web call to the web call center resource. For queuing, the web call server receives a call request message for a web call. The web call server then determines whether any web call center resource is available to handle the web call in response to receiving the call request message. The web call server then transfers a web call indicator to a web call queue in response to the determination that all web call center resources are unavailable. For web service applications, the web call server receives a call request message for the web call. The web call server then identifies the web service application for the web call. After identifying the web service application, the web call server generates and transmits an instruction to provide the web service application to the web call.